

COMPLIMENTS FOR PUBLIC WORKS & MUNICIPAL UTILITIES

AUGUST 2019

Management Services:

From: Kay Terry <kterry@galvestonparkboard.org>

Sent: Friday, August 2, 2019 9:41 AM

Subject: [EXTERNAL] Compliment for Brian

I recently moved to a rental property at 4505 Ave K (Lower) and had some challenges with the trash can assigned to my unit. I called Brian multiple times regarding various issues and each time he handled my call in a very professional manner. He resolved each issue I presented him with quickly and efficiently. His communication skills were excellent and he called me back with information on the resolution.

Brian's customer service skills are the result of good training, supervision and cultivation by your team. Thank you for a job well done!

#LoveGalveston

M. Kay Terry

Certified Tourism Ambassador

Staff Accountant

Galveston Park Board

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kterry@galvestonparkboard.org

Sanitation:

Sent: Tuesday, August 13, 2019 8:35 AM

To: City Manager <CityManager@GalvestonTX.Gov>

Subject: compliment for cleanup crew

I just got off the phone with Mr. Paul Milo from Colony Park. His neighbor put out three bags of trash and animals got into it overnight. He got his rake out this morning ready to clean it up, but before he could the clean up crew came along and cleaned it up. He said they did a fantastic job and wanted to commend them. He was very appreciative!

Thanks,

Janelle

From: mary kelso <

Date: August 20, 2019 at 8:50:31 AM CDT

Subject: [EXTERNAL] Brush truck 1454 EXEMPLARY

Brian, it is very important for me to let you know I had a tall stack of brush out front from my backyard over the weekend. Not only did Ronnie, Ramundo and Ernest take the brush, they also emptied the brush out of my trashcans, since I do not like to litter the street with having 2 cans for that purpose. As hot as it is, they have every reason just to do bare bones since I was not outside. I happened to look out the window when they were emptying the brush from the cans and then without them knowing I was watching them sweep the street clean. I need not do anything after they departed. I informed them I was going to let you know how outstanding they are. I am more than impressed and I hope they get recognized for their services. If only we could have more people as them who went out of their way to pick up every single piece of litter. They certainly get my very most sincere thanks. A little piece of paper blew by and they even picked it up. I work outside and I am very much aware as to how miserable it is these days. I am so terribly impressed!

Thank you,

Mary Lou Kelso

From: Public Works User

Sent: Tuesday, August 27, 2019 11:04 AM

Subject: Compliment

Charles Stout, 7622 Beaudelaire, called to give compliments to Amanda (Stormy) for quickly notifying sanitation of missed boxes and compliments to sanitation for acting quickly before the roads closed.

Thank You

Collections/Distribution/Management Services:

> On Aug 25, 2019, at 1:50 PM, Leslie Watts <lwatts7@flash.net> wrote:

> August 25, 2019

> Dear Mr. Maxwell:

>

> I would like to compliment the City of Galveston and its water department on the swift, efficient and courteous handling of a water leak at my home this past week. My initial call was made late in the work day — around 4:15 on Thursday afternoon — and instead of being sent to a message machine or referred to a web site, it was answered by a real person and not just real, but by a very polite, patient woman who was reassuring and apparently quite efficient in forwarding my plea for help as the water department workers arrived almost immediately at my home address. Once there Cody Scharbach and his fellow crew members, Zack and Jordan, quickly assessed the problem and went to work. They were professional and pleasant, and the leak was soon repaired. No one stood around with his hands in his pockets, and all seemed knowledgeable and competent, working together as a team, even as they were

on their knees in the mud. These young men exhibited excellent training and work ethics and are a tribute to our city — we need more like them! Thank you for your time and interest in this message, and I hope you will pass this compliment on to them and their supervisors.

>

> Sincerely yours,

>

> Leslie Watts

> Galveston, TX 77550